

**From:** Shirley, Matthew G CIV NAVFAC HQ, IG  
**To:** ["thishousingsucks@gmail.com"](mailto:thishousingsucks@gmail.com); ["Bonny Mansfield"](#)  
**Subject:** Your Report to Mr. Brownlee  
**Date:** Tuesday, December 19, 2017 11:08:00

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Ms. Plettner:

This email is responding to the concerns you expressed to Mr. Brownlee about your difficulties with the management company, Patrician Management LLC (Patrician), for the housing area at Naval Air Station Joint Reserve Base New Orleans, in Belle Chasse, LA. This matter is filed under Navy Hotline case number 201702866. Obviously, we are both acquainted with the issues you experience from a prior Navy Hotline case, 201603003.

As we previously discussed, the Navy and more particularly Naval Facilities Engineer Command (NAVFAC) has limited authority to direct the business procedures of a contractor such as Patrician, who is administering the housing area on behalf of a Public-Private Partnership (PPP) including the Department of Defense (DoD) and private real estate management companies. At this point, you are more likely to obtain relief by enforcing your rights as a tenant against your "landlord," Patrician, through the terms of your lease.

There are Legal Assistance Offices in the DoD who can assist you with personal legal matters, and you already consulted the Marine Forces Reserve Legal Assistance Office. As we both know, the complexity of the relationship between DoD, the PPP and Patrician has affected the assistance you received. I consulted the Office of Counsel for NAVFAC Headquarters, and the Inspector General for Naval Legal Service Command. I intended to raise the issue of disputes between service members living in PPV housing and the companies administering the housing area, and reach some consensus on what assistance a Navy Legal Assistance Office would be able to provide. The issue is even more complex than I anticipated, and I could not get an answer as clear-cut as I desired. However, I can tell you there is more than one DoD Legal Assistance Office in your area. Also, my research indicates that the contracts governing the agreements between DoD, the PPV and the managing contractor are different from each other, and I recommend you consult the attorneys who are as close as possible to the Service and the installation where your housing office is located.

Therefore, I recommend you consult the Naval Legal Service Office Branch Office New Orleans at 504-678-4692. There are other offices in the area, and I recommend you use the following web site for contact information:  
<http://legalassistance.law.af.mil/content/locator.php>

I apologize for the delay in getting back to you, and my inability to provide clearer guidance on where to go for help. I wish you and your family all the best during the Holiday Season and into the new year.

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